Older Adult Consumer Perception Survey Data - Superior Region - May 2007

Total Number of RECEIVED Surveys

		Frequency
Valid	May 2007	160

Total Number of COMPLETED Surveys

		Frequency
Valid	May 2007	124

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Valid Percent
Valid	Refused	28	82.4
	Impairment	2	5.9
	Language	2	5.9
	Other	2	5.9
	Total	34	100.0
Missing		2	
Total		36	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	82	66.7
	Male	41	33.3
	Total	123	100.0
Missing		1	
Total		124	

Ethnicity

		Frequency	Valid Percent
Valid	Hispanic	5	4.2
	Native American	2	1.7
	White	102	85.0
	Other	4	3.3
	More than 1 race	7	5.8
	Total	120	100.0
Missing		4	
Total		124	

Age Category

		Frequency	Valid Percent
Valid	60 - 69 years old	97	80.8
	70 - 79 years old	19	15.8
	80 - 89 years old	4	3.3
	Total	120	100.0
Missing		4	
Total		124	

Service-Related Data

How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	2	1.8
	> 1 visit, but < one month	4	3.5
	1 to 2 months	11	9.7
	3 to 5 months	4	3.5
	6 months to 1 year	15	13.3
	More than 1 year	77	68.1
	Total	113	100.0
Missing		11	
Total		124	

What was the primary reason you became involved with this program?

		Frequency	Valid Percent
Valid	I decided to come in on my own	63	56.8
	Someone else recommended that I come in.	42	37.8
	I came in against my will.	6	5.4
	Total	111	100.0
Missing		13	
Total		124	

Were the services you received provided in the language you prefer?

		Frequency	Valid Percent
Valid	No	1	.9
	Yes	105	99.1
	Total	106	100.0
Missing	Unknown	18	
Total		124	

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Valid Percent
Valid	No	3	2.8
	Yes	106	97.2
	Total	109	100.0
Missing	Unknown	15	
Total		124	

Language of instrument

		Frequency	Valid Percent
Valid	English	122	100.0
Missing		2	
Total		124	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	51	41.1
	Yes	73	58.9
	Total	124	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	115	92.7
	Yes	9	7.3
	Total	124	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	116	93.5
	Yes	8	6.5
	Total	124	100.0

A member of my family helped me.

		Frequency	Valid Percent
Valid	No	115	92.7
	Yes	9	7.3
	Total	124	100.0

A professional interviewer helped me.

		Frequency	Valid Percent
Valid	No	121	97.6
	Yes	3	2.4
	Total	124	100.0

My clinician / case manager helped me.

		Frequency	Valid Percent
Valid	No	118	95.2
	Yes	6	4.8
	Total	124	100.0

A staff member other than my clinician or case manager helped me.

		Frequency	Valid Percent
Valid	No	117	94.4
	Yes	7	5.6
	Total	124	100.0

Someone else helped me.

		Frequency	Valid Percent
Valid	No	118	95.2
	Yes	6	4.8
	Total	124	100.0

If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?

		Frequency	Valid Percent
Valid	No	34	100.0
Missing		2	
Total		36	

If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?

		Frequency	Valid Percent
Valid	No	34	97.1
	Yes	1	2.9
	Total	35	100.0
Missing		1	
Total		36	

If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .

		Frequency	Valid Percent
Valid	Been reduced	1	3.0
	Stayed the same	3	9.1
	Increased	1	3.0
	Not Applicable (No police encounters this year or last year)	28	84.8
	Total	33	100.0
Missing		3	
Total		36	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?

		Frequency	Valid Percent
Valid	No	65	98.5
	Yes	1	1.5
	Total	66	100.0
Missing		11	
Total		77	

If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?

		Frequency	Valid Percent
Valid	No	64	98.5
	Yes	1	1.5
	Total	65	100.0
Missing		12	
Total		77	

If you have been receiving services for MORE THAN ONE YEAR, over the last year, have your encounters with the police . . .

		Frequency	Valid Percent
Valid	Been reduced	2	3.0
	Stayed the same	5	7.6
	Not Applicable (No police encounters this year or last year)	59	89.4
	Total	66	100.0
Missing		11	
Total		77	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Neutral	11	9.0
	Satisfied	53	43.4
	Very Satisfied	58	47.5
	Total	122	100.0
Missing		2	
Total		124	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Somewhat Dissatisfied	1	.8
	Neutral	10	8.5
	Satisfied	58	49.2
	Very Satisfied	49	41.5
	Total	118	100.0
Missing		6	
Total		124	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Somewhat Dissatisfied	3	2.7
	Neutral	17	15.5
	Satisfied	50	45.5
	Very Satisfied	40	36.4
	Total	110	100.0
Missing		14	
Total		124	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Somewhat Dissatisfied	8	7.1
	Neutral	26	23.0
	Satisfied	48	42.5
	Very Satisfied	31	27.4
	Total	113	100.0
Missing		11	
Total		124	

Perception of Functioning

		Frequency	Valid Percent
Valid	Somewhat Dissatisfied	5	4.4
	Neutral	31	27.4
	Satisfied	47	41.6
	Very Satisfied	30	26.5
	Total	113	100.0
Missing		11	
Total		124	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Somewhat Dissatisfied	3	2.8
	Neutral	28	25.9
	Satisfied	53	49.1
	Very Satisfied	24	22.2
	Total	108	100.0
Missing		16	
Total		124	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	1	.8
	Somewhat Dissatisfied	1	.8
	Neutral	7	5.6
	Satisfied	43	34.7
	Very Satisfied	72	58.1
	Total	124	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	122	2.67	5.00	4.3648	.62263
appscale	118	2.38	5.00	4.2960	.60407
txscale	110	2.00	5.00	4.3000	.72378
socscale	113	2.00	5.00	3.9594	.83029
funscale	113	1.60	5.00	3.8779	.79215
outscale	108	2.17	5.00	3.9208	.69700
satscale	124	1.33	5.00	4.4691	.68911
Valid N (listwise)	96				

Quality of Life Survey Data

QOL_1. How do you feel about your life in general?

		Frequency	Valid Percent
Valid	Terrible	1	.9
	Unhappy	8	6.8
	Mostly Dissatisfied	8	6.8
	Mixed	37	31.6
	Mostly Satisfied	30	25.6
	Pleased	28	23.9
	Delighted	5	4.3
	Total	117	100.0
Missing		7	
Total		124	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	118	1.67	7.00	5.1723	1.30997
Valid N (listwise)	118				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	117	1.75	7.00	4.7350	1.23747
Valid N (listwise)	117				

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	105	1.00	7.00	4.8857	1.57544
Valid N (listwise)	105				

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	108	1.00	7.00	4.8063	1.36203
Valid N (listwise)	108				

QOL_6A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Valid Percent
Valid	No	112	97.4
	Yes	3	2.6
	Total	115	100.0
Missing		9	
Total		124	

QOL_6B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

		Frequency	Valid Percent
Valid	No	102	90.3
	Yes	11	9.7
	Total	113	100.0
Missing		11	
Total		124	

QOL_7. In the past month, how many times have you been arrested for any crimes?

		Frequency	Valid Percent
Valid	No arrests	104	100.0
Missing		20	
Total		124	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	116	1.00	7.00	5.3233	1.06238
Valid N (listwise)	116				

QOL_9. In general, would you say your health is _____?

		Frequency	Valid Percent
Valid	Excellent	2	3.6
	Very Good	3	5.5
	Good	16	29.1
	Fair	24	43.6
	Poor	10	18.2
	Total	55	100.0
Missing		69	
Total		124	

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	111	1.00	6.33	4.2117	1.31713
Valid N (listwise)	111				